



Program

Type:	Finance / Customer Service		
Title:	Qualifying Medical Needs Rate		
Description:	Provides guidance for implementing a uniform rate for qualifying medical needs customers		
Review Date:	05/12/22	Initial Date:	01/12/17
Review Cycle:	3 Years		

The Qualifying Medical Needs Rate Program is a discounted water rate program designed to assist eligible customers who are themselves or care for resident patients with special medical needs to have affordable water service. To qualify, the customer must apply for and provide written authentication from an attending California licensed physician of a diagnosed medical condition that warrants exceptional water use for hygienic, therapeutic or restorative treatment. The customer must also demonstrate that all feasible indoor and outdoor water use efficiency measures have been implemented at the subject premises as per District staff pre- and post-inspections and must commit to notify the District when the need for the special rate no longer exists.

The District will review customers' continuing eligibility for the medical needs rate each year or more frequently in the event of changed circumstances. Any customer found to have received the uniform rate when not entitled to it will be required to repay to the District the full amount of the rate reduction received during the period of ineligibility.

The rate reduction granted to qualifying medical needs customers are funded from the following District revenue sources: penalty fees, property tax and other miscellaneous income. The discounted rates can be changed by the Board of Directors from time to time.